

EXHIBITOR GUIDE



MYSTIC LAKE
CENTER

The following guidelines will assist you during the event in order to clarify the policies and procedures of Mystic Lake Center.

SHOW INFORMATION

- Mystic Lake Center is a firearm-free facility in its entirety. You are not allowed to display or distribute any item that is or has the appearance of a firearm.
- No outside food or beverage is allowed in Mystic Lake Center. Fees will apply if outside food or beverages are brought in.
- Trucks, vans, etc. cannot be used for sleeping purposes or plugged into an electrical outlet on the poles in the parking lot.
- If freestanding displays are used, they must be self-supporting in nature. Adhesive is not allowed on the carpet floor or ballroom walls and may be subject to an extra fee. Gaffer tape is allowed on the carpet with prior approval.
- For load-in, load-out and shipping Information, please refer to the succeeding pages.
- Anything over 8,000 pounds must be approved by Mystic Lake two weeks prior to the event. Please connect with Event Service Executive for vehicle placement.
- All packages shipped to Mystic Lake need to arrive no more than three days prior to event date. All shipping orders will be returned to sender if they arrive any sooner at the cost of the sender. Prearranged storage may be available for a fee.
- All booth assignments are determined by show contact.
- | <u>Room Name</u> | <u>Ceiling Heights</u> | <u>Largest Door Openings</u> |
|------------------|------------------------|------------------------------|
| Minnetonka | 22' | 11'11" x 16'5" |
| Waconia | 19' | 7'10" x 8'10 ½" |
| Isanti | 15' | 7'10" x 8'10 ½" |
- Group is responsible for removing all items brought in at the conclusion of an event. Excess trash that is left behind is subject to an additional fee.
- There is no available storage during the show.
- Vendors are not allowed in the back hallway without an escort from a Mystic Lake personnel.

LOAD-IN AND LOAD-OUT INFORMATION

If you will need to load-in and load-out any materials or equipment, please inform your Event Services Executive with the following information at least two weeks prior to the event.

1. Type of items coming in
2. Name of the company and authorized representative
3. Ideal time and date for load-in and load-out (subject to Mystic Lake Center’s approval)
4. Any request for assistance—fees will be assessed for scheduled assistance

All vendors, unless otherwise scheduled, should load-in and load-out through the Mystic Lake Center North and South entrances. (Maps to follow)

Initial: _____

For vendors in need of loading dock, please contact the Event Services Executive to schedule a load-in time a week in advance.

- Vendors will need to return their vehicle to the parking lot or valet area and then enter the building through a guest entrance.
- All carts with neoprene wheels are allowed in our ballroom foyers. Please let your Event Services Executive know if the vendors will need flatbed carts to utilize.

Upon entering the property, Security Dispatch can be reached at 952-496-7222 in case you need directional assistance.

EXHIBITOR SELF LOAD-IN AND LOAD-OUT

Exhibitors with small, carried items or small carts may enter through the pedestrian doors on the north and south entrances of Mystic Lake Center during approved load-in and out times as determined by Mystic Lake Center and Event Planner. Exhibitors are not permitted in back hallways of Mystic Lake Center without supervision.

LOADING DOCK

Upon prior approval from the Event Services Executive, dock access will be permitted under supervision of Mystic Lake Center staff. Load-in and load-out will be coordinated and communicated through Event Services Executive. Doors are not to be left open longer than four hours. An additional fee may be required if doors are open for longer.

Minnetonka roll-up door may not be opened for surface lot access during show hours. Exhibitors, permittees and guests are not allowed in the back hallways at any time without being accompanied by security or Mystic Lake personnel.

LOADING DOCK DOORS MEASUREMENTS

Mystic Lake Center provides a semi-trailer overhead door (Minnetonka Roll Up Door) for convenient loading and unloading. This door allows for easy access for large items to enter Mystic Lake Center, whether you need to display RVs and boats for an expo, or for setting up equipment for a trade show.

Loading dock door dimensions are: 11'11" x 16'5"

- Height from grade or street: 16'5"
- A truck may not be higher than 16'5". The loading dock does not have a hydraulic lift and if one is required it is recommended using a truck equipped with its own platform.

Initial: _____

PROCEDURE FOR VEHICLE(S) DISPLAY

Exhibitors displaying any type of motor vehicle and heavy equipment must have prior approval. Exhibitor will be required to provide vehicle VIN number to determine weight per axel. Due to weight restrictions, vehicles can only be placed on certain areas of the ballroom. Please read and sign below which acknowledges that you understand these policies for displaying a vehicle at Mystic Lake Center.

- **Dimensions:**

- Any vehicles that are over 8,000 lbs are subject to approval by Mystic Lake Center, two weeks from the start of the event. If approved, there are limited placement locations within the ballroom.
- Exact measurements of the vehicle(s) are needed two weeks prior to event date to include width and length.
- Width – Mirror to mirror or the widest part is **11'11" x 16'5"**

Vehicle Condition:

Vehicle/equipment must meet the following requirements:

1. Less than one quarter tank of gas
2. The gas tank must be locked at all times
3. Clean and dry (a car wash for standard size vehicles is located across the street if needed)
4. Easy access to the battery which will be disconnected once vehicle and equipment is in place
5. During load-in and load-out, fork lifts, man power or any other means cannot be provided by Mystic Lake Center due to liability concerns

Initial: _____

Miscellaneous Requirements:

Vehicle and equipment owner must comply with the following:

1. A set of keys must be left on property with Maintenance and will be returned upon load-out.
2. Arrival and departure schedules and procedures must be established in advance with the Event Services Executive and strictly adhered to.
3. Description including make, model, year, and vehicle identification number is needed two weeks prior to the event.
4. Number of vehicles and equipment to be displayed is subject to approval by Mystic Lake Center Risk Management department two weeks prior.
5. Owner allows Mystic Lake's maintenance department to handle vehicle and equipment entry and exit in and out of the building if it has a normal operating system such as a steering wheel.
6. Entry and exit of vehicle and equipment must be scheduled between the hours of 7 am and 5 pm Monday through Friday unless approved by your Event Services Executive.
7. Any damage made to Mystic Lake Center by the display of the vehicle and equipment will be itemized and charged to the owner.
8. Mystic Lake Center is not liable for any damage to the vehicle(s) and equipment while vehicle(s) and equipment are on property including body damage, theft and vandalism.
9. If any vehicles and equipment arrive that do not match the approved specifications given by the Event Services Executive, they may be denied entry.
10. Propane tanks must be maintained less than $\frac{1}{4}$ full.
11. No vehicles and equipment are allowed in any exit hallways.
12. If you plan to display an electric vehicle, please work with your ESE on special guidelines.

Ensure that the fuel line is cleared by shutting the valve off with the engine running. Ensure the fuel line is cleared of any excess propane before turning the ignition off. The hotel does not accept any responsibility regarding the vehicle and equipment.

Initial: _____

GENERAL RULES

1. All platform dollies or carts with four or two wheels are permitted as long as they do not have metal wheels. Hand trucks are permitted with either soft or hard 8 inch rubber wheels. Please mark your items as Mystic Lake Center is not responsible for lost or stolen items. Mystic Lake will not provide a pallet jack to move equipment. Flatbed carts can be available if requested in advance. Pallet jack or forklifts cannot drive on our tile without a layer of plywood provided by Mystic Lake with prior approval.
2. The only tape allowed to be applied to floors, carpets, etc. is Gaffer tape. Any property damaged by exhibitors must be repaired to its original condition at the service contractor or exhibitors' expense. This includes all tape residues. The use of packing tape on carpets, marble floor or any Mystic Lake Center equipment is NOT PERMITTED. No painting of any kind is allowed.
3. No parking of trucks or trailers overnight at the loading docks, or on Mystic Lake Center property, is permitted without consent of the Event Services Executive. During move in and out, unless a trailer is being loaded or unloaded, it needs to be removed from the Mystic Lake Center and hotel property. Access to the fire exit doors and corridors must be maintained throughout the move in and move out period.
4. Written authorization by Mystic Lake Center shall be required for, but not limited to, the following:
 - Operation of any heater, barbecue, heat producing or open flame devices, power tools, candles, lanterns, torches, welding equipment, smoke emitting devices, essential oil diffuser or materials, etc.
 - Operation or showcasing of any tools, appliances, equipment, foggers or hazers will need prior authorization. Please contact your Event Services Executive.

5. BUTANE

- An Open Flame permit (Special Events/Operational Permit) must be obtained and kept in the exhibit booth at all times. This approval must be done two weeks prior to the event.
- Maximum of 8 oz canister
- One fire extinguisher 2-A: 10-BC or greater must be present for each open flame device

6. CANDLES

- An Open Flame permit (Special Events/Operational Permit) must be obtained and kept in the exhibit booth at all times
- Any open flame must be securely supported on substantial noncombustible base and open flame is protected
- Taper candles or candles without a base are not permitted.

7. ELECTRICITY REQUIREMENTS, INTERNET, A/V, ETC.

For exhibitions requiring electrical, internet and A/V requests must be made in advance through the Event Services Executive at least two weeks prior to the event. Please see attached A/V form.

All electrical equipment must be U.L. approved and properly wired and tagged as to type of current, voltage, phase, cycle and amperage. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs and Romex cable is prohibited. All extension cables must be grounded.

Mystic Lake Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Mystic Lake Center. Utility panels and mechanical equipment rooms may not be blocked.

Only Mystic Lake Center staff is authorized to access electrical floor boxes and make electrical dis/connections. The permittee will be financially responsible for damages to electrical equipment caused by the show, exhibitors and/or Event Services Executive.

Initial: _____

A display must not block the access to fire equipment or interfere with the normal operation of the sprinkler systems or fire detection and smoke.

The exhibitor must not interfere in the aisles and must remain within their allotted space.

SHIPPING INFORMATION

- Mystic Lake Center is not responsible for materials shipped but not received in time for your function. C.O.D. shipments will not be accepted.
- All packages must be labeled with the Company Name, Vendor Representative, Event Services Executive, Show/Event Date, Event Name.
Example: Company XYZ
Mr. John Smith
ABC Show – Jan. 1-3 2023
Attn: Convention Services
2400 Mystic Lake Blvd.
Prior Lake, MN 55372
- Please direct deliveries to Mystic Lake Center NO MORE THAN THREE days prior to the date of your event and during the business hours of 8am until 5pm Monday through Friday (excluding Holidays). Any shipments arriving sooner will be returned to sender or are subject to a holding charge.
- Any freight shipping charges incurred as a result of materials i.e. literature, audiovisual equipment, etc. being shipped remain the sole responsibility of the group.
- No pallet storage is available unless pre-arranged with your Event Services Executive. Storage fees will apply.
- Please contact Event Services Executive upon arrival to retrieve shipments.

RETURN SHIPPING

Please provide your own shipping labels which include the following:

1. Account number for billing
 2. Name and address of shipper
 3. Name and address of destination
- Notify Banquets of intent to ship. At conclusion of event, all packages that are labeled and ready to be shipped out should be moved to a designated place in the room for Banquet team to pick up. FedEx and UPS pick up daily.
 - Please arrange for pick up with the courier of your choice at the **East Loading Dock (see map)**. Please ensure boxes are labeled properly for when the courier arrives.
 - Any packages that are on a pallet must be shrink wrapped and will be the full responsibility of the vendor.
 - Any packages left here without the proper information are subject to a holding charge. Please have the company who is picking up the package contact the Event Services Executive for more information.

For further information please contact your Event Services Executive.

Initial: _____

I have read and understand these procedures. I agree that any changes must be submitted in writing to the Mystic Lake Center contact and then are subject to approval.

Signature: _____ Date: _____

Printed Name: _____

Event/Group you are with: _____

Name of Company/Booth: _____ Cell phone: _____

For further questions please contact your Event Services Executive.

Initial: _____



2400 Mystic Lake Blvd.
Prior Lake, MN, 55372



mysticlakecenter.com



sales@mysticlake.com
1-866-832-6402

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Mystic Showroom® are registered trademarks of the
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MYSTIC LAKE
CENTER

LABOR/DRAYAGE

Exhibitors must provide their own labor for the unloading of trucks and transportation of equipment and display materials to and from the exhibit area. Mystic Lake Center does not provide labor for this purpose. To avoid damage to flooring, wooden skids must be placed under all heavy pieces of equipment. Bolts or other fastenings must be countersunk below the surface of such skids, and sharp edges or nails that might scratch the floor must be eliminated. Mystic Lake Center will hold exhibitors liable for any damage to the property.

EXHIBIT SET UP AND TEAR DOWN

Set up and tear down times have been scheduled in advance as part of the initial expo requirements. Exhibitors are required to adhere to the agreed upon tear down times as established by the MLC and Event Planner. All arrangements for the return of convention materials are to be confirmed by client/exhibitors directly. No materials can be left overnight. **Any materials remaining at the conclusion of the event without instruction will only be held for a maximum of 24 hours, then disposed of, and a clean up fee will be assessed.**

SIGNAGE

In an effort to maintain a quality appearance in the public areas of Mystic Lake Casino Hotel, all display signage must be professionally prepared. Signs and/or posters cannot be affixed on any walls within the Hotel or Mystic Lake Center. Signage must not interfere with walkways. Please see your Event Services Executive for locations and purchasing signage through our on-site print team.

SECURITY

Any special security arrangements, controlled access or overnight security for exhibits and displays will require additional security guards to be arranged at a cost of \$150.00 per hour with a minimum of four hours, per security personnel. Please contact the Event Services Executive to arrange this service if needed, at least two weeks prior.

NO CASH EXCHANGE ON PROPERTY

No raffles or any external gambling are allowed on Mystic Lake property. No cash transactions are allowed on property.

FIRE REGULATION

All display materials including banners must be flame-retardant. No flammable fluids or substances may be used or displayed in booths.

During exhibition hours, walkways should be kept clear at all times. Stalls, stands, curtains and other materials should never block the access to the exits and should not obscure exit signs. Off-site exhibit companies need to provide Mystic Lake with the vendor map and measurements in advance for approval by the fire marshal.

Initial: _____



HOTEL
ENTRANCE
AND VALET

SOUTH ENTRANCE

MYSTIC LAKE
CENTER

NORTH
ENTRANCE

MINNETONKA NORTH
ROLL UP DOOR
GROUND LEVEL LOAD IN

EAST DOCK

DAKOTA PKWY

Little Six
CASINO

EXIT TO MLC FROM RAMP -
FOLLOW 'DELIVERIES' SIGNAGE

MYSTIC LAKE DR



MYSTIC LAKE



HOTEL
ENTRANCE
& VALET

SOUTH ENTRANCE

BUS LOAD/UNLOAD
CAR LOAD/UNLOAD

NORTH
ENTRANCE

SELF PARK

DAKOTAH PKWY

DAKOTAH PKWY

EAST DOCK

MINNETONKA NORTH
ROLL UP DOOR
GROUND LEVEL LOAD IN

Little Six
CASINO

EXIT TO MLC FROM RAMP -
FOLLOW 'DELIVERIES' SIGNAGE

MYSTIC LAKE DR



MYSTIC LAKE